

January 2011

Amalga Training

Amalga training is now available to all FMC physicians! Amalga makes navigating patient information easy. This software will display information from Net Access, Pharmacy/MAC, Cerner Lab, PACS, and transcription. It will also allow you to print progress notes for your patients with pre-populated lab results, the date, the time, and the patient label.

To get started, drop by for individualized training **Jan 5 – 18, M-F, 0800 – 1630** in the **Cafeteria Video Conference Room**. Allow about 30 minutes for training. You can also access a self-guided video or power point at MD Links - Forsyth / Amalga Resources.

Standards for Excellence

Over the next few months you will begin hearing a lot about Novant's Standards for Excellence. These standards will serve as expected guidelines for key patient and customer encounters leading to excellence and the remarkable patient experience. As Novant has grown, new people and partners have brought their experiences and their rich offerings to our service excellence approach. These Standards for Excellence are expected of every Novant Health employee because they guide us all in delivering a remarkable patient experience.

During the next twelve months, each newsletter will define and describe one of the following twelve themes:

- Compassion and Empathy
- Be Present
- Willingness to Help
- Courtesy
- Building Relationships
- Communication
- Wayfinding and Escorting
- Waits and Hassles
- Teamwork
- Clean, Safe Healing Environment
- Voice Technology Etiquette
- Service Recovery

Events

- The Medical Alliance of the Piedmont invites you to solve the mystery of, "**Who Killed Elms Allen?**" January 29, 2011, at the Forsyth Country Club. Cocktails will be served at 6:30 pm and Dinner will be served at 7:30 PM. To purchase tickets, please contact Angela Moya at ajosmoyas@windstream.net or 336-923-9883, or Dona Deardorff at ddeadorff@novanthealth.org or 336-718-5965 by January 20th. All proceeds will benefit the SECU Family House.
- **Perspectives in Colorectal and Pancreatic Cancer** – January 28-29, 2011 at Charleston Place, (205 Meeting St, Charleston, SC 29401). Registration \$195 for Physicians and \$95 for Residents, Nurses, and other. Contact Julie Denning 704-384-5372 or via e-mail jpdennig@novanthealth.org for more information.